



eTravel

eTravel Service

Ordering Guide

Version 1.2

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For additional copies of this guide, or to submit any comments or suggestions regarding the format or content of this guide, please send an email to onthego@gsa.gov ATTN: eTS Contracting Officer. You may also access an electronic version of this guide on the eTravel website at <http://egov.gsa.gov> under "E-Travel".

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Acronyms Used in This Guide

CAO	—	Chief Administrative Officer
CFO	—	Chief Financial Officer
CFR	—	Code of Federal Regulations
CICA	—	Competition in Contracting Act
CLIN	—	Contract Line Item Number
COR	—	Contracting Officer's Representative
CSR	—	Customer Service Representative
CWGT	—	CW Government Travel
DoD	—	Department of Defense
DTS	—	Defense Travel System
EDS	—	Electronic Data Systems
eTS	—	eTravel Service
FAR	—	Federal Acquisition Regulation
FFP	—	Firm-Fixed Price
FOC	—	Full Operational Capability
FSS	—	Federal Supply Schedule
FTR	—	Federal Travel Regulation
GSA	—	General Services Administration
IDIQ	—	Indefinite Delivery / Indefinite Quantity
IOC	—	Initial Operational Capability
IV&V	—	Independent Verification and Validation
NGMS	—	Northrop Grumman Missions Systems
NMT	—	Not More Than
OCI	—	Organizational Conflict of Interest
OMB	—	Office of Management and Budget
PE	—	Procurement Executive
PMO	—	Program Management Office
PoP	—	Period of Performance
PBSC	—	Performance-Based Service Contract
PBWS	—	Performance-Based Work Statement
QASP	—	Quality Assurance Surveillance Plan
RFP	—	Request for Proposals
SLA	—	Service Level Agreement
SOO	—	Statement of Objectives
TDY	—	Temporary Duty Travel
TMC	—	Travel Management Center
TSS	—	Travel Services Solutions
USC	—	United States Code

1. Introduction

Welcome to the eTravel Service

The eTravel Service (eTS) provides a common government-wide, web-based service that applies world-class travel management practices to consolidate federal travel, minimize travel costs, and produce superior customer satisfaction. In addition, eTS leverages state-of-the-art technologies to streamline travel processes and deliver a trusted, easy to use, integrated travel management service to the desktop of every government traveler.

A recent revision to the Federal Travel Regulation (FTR) requires the use of eTS, with specific exceptions, and establishes key dates and milestones for agency adoption. Agencies have **submitted a Migration Plan and schedule** to the eTravel Program Management Office (PMO) **by March 31, 2004, begin migration** (i.e., place a task order with an eTS vendor and begin performance) **by December 31, 2004**, and **complete agency-wide migration** (i.e., all agency travel is processed through eTS) **by September 30, 2006**. In order to meet these deadlines, it is crucial that agencies begin the ordering process as early as possible to ensure all necessary lead times are accommodated.

What eTS Can Do For Your Agency

- Reduce costs by streamlining and automating travel processes
- Provide the Federal employee access to comprehensive travel services anytime, anywhere
- Deliver improved customer service to Federal employees through a central point of contact for end-to-end travel services
- Reinforce FTR compliance
- Give priority to Government-preferred suppliers (air, lodging, rental car, etc.)
- Provide more comprehensive data for sound management decisions
- Streamline and simplify Federal travel policies and regulations

Who Can Place an Order Against the eTS Contracts?

The following agencies and activities may place orders against the eTS contracts for delivery within the United States, Washington, D.C. and overseas locations:

- All Federal Agencies as defined in 40 USC 102,
- Government contractors¹ authorized in writing by a Federal agency pursuant to 48 CFR 51.1,
- Mixed ownership Government corporations² as defined in the Government Corporation Control Act,
- Other activities and organizations³ authorized by statute or regulation to use the General Services Administration (GSA) as a source of supply. Questions regarding activities authorized to use these contracts should be directed to the eTS Contracting Officer.

PLEASE NOTE: Department of Defense (DoD) components may not place task orders against the eTS contracts prior to expiration of the current Defense Travel System (DTS) contract without the explicit written approval of the DTS PMO.

¹ Government contractors shall not have access to contract City Pair fares.

² Eligible entities with access to contract City Pair fares are noted at www.gsa.gov/citypair.

³ Ibid.

Although a number of agencies and activities are eligible to place orders against the eTS contracts, eTS Vendors are only obligated to accept orders received from activities subject to the FTR (as defined in 41 CFR 301-1.1), with the exception of DoD and the Government of the District of Columbia. eTS Vendors are encouraged, but not obligated, to accept orders from other activities. In addition, please be aware that eligibility to use the eTS contracts does not change the provisions for eligibility/non-eligibility for government contract City Pair fares or other government discounted travel programs. A listing of eligible entities for government contract City Pair fares can be found at www.gsa.gov/citypair.

How to Use This Guide

Arrangement of Guide

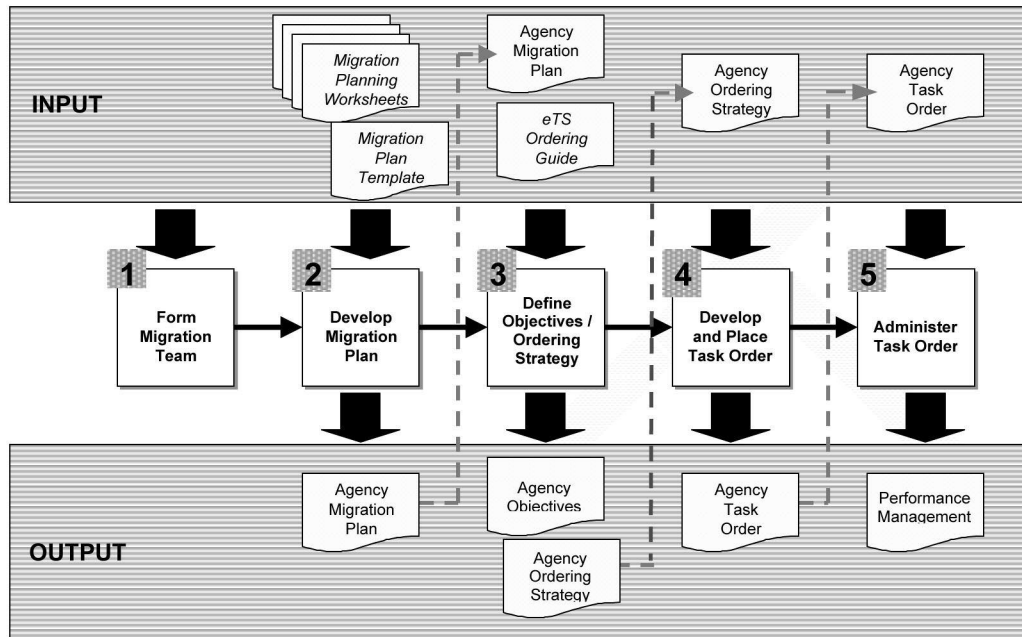
This guide has been created to assist eTS migration managers, migration teams, and agency ordering offices in developing and placing orders against the eTS master contracts. It contains sections on understanding the eTS contracts, defining agency objectives, and placing and administering task orders. Please take the time to review the entire manual and become familiar with its content. The table of contents and index will help locate specific information quickly. If for some reason you do not find the information you need in this guide, please contact the Federal Supply Service (FSS) at (703) 605-5616 or by email at onthego@gsa.gov ATTN: eTS Contracting Officer or you may contact your agency's eTravel Customer Service Representative (CSR). CSR contact information can be found on the eTravel website at <http://egov.gsa.gov> under "eTravel" or by sending an email to etravel@gsa.gov.

NOTE: While this document provides specific guidance on placing orders against the eTS contracts, it is not comprehensive, nor does it replace existing procurement regulations. Please refer to the master contracts for additional information and be sure to follow the Federal Acquisition Regulation (FAR) and any agency-specific ordering policies in conjunction with the guidelines in this document. In the event of a conflict between this guide and the master contracts, the master contracts shall prevail.

eTS Migration Toolkit

The eTS Ordering Guide is part of an eTravel Migration Toolkit provided by the eTravel PMO to assist agencies with their migration planning. In addition, the eTravel PMO will make available a Migration Plan Template. The following illustration describes the migration planning documents provided by the eTravel PMO and their relationships to the migration planning process.

MIGRATION PLANNING PROCESS



This guide focuses on steps 3 through 5 of the migration planning process. During these last 3 steps, the Migration Manager will work with his/her Contracting Officer to translate the agency's migration strategy into an ordering strategy and to place and administer the task order with the selected eTS Vendor.

2. Understanding the eTS Contracts

Overview of the eTS Contracts

GSA, with the support and collaboration of over 23 Federal Agencies, awarded three Firm-Fixed-Price (FFP), Indefinite Delivery / Indefinite Quantity (IDIQ) contracts, each with a ten-year term, for the provision of web-based, end-to-end travel management services to the Federal Government.

The integrated and collaborative participation of these agencies served to ensure that the vast majority of government-wide travel management needs are met. These agencies were closely involved with the acquisition strategy and planning, development of government-wide travel management requirements and objectives, and the evaluation and selection of the awarded eTS solutions. Therefore, the need for agencies to conduct extensive evaluations should be minimal and the placement of task orders should occur in a quick and simple manner.

Because it is a multiple-award, IDIQ contract, eTS falls under the ordering provisions of FAR Subpart 16.5 "Indefinite-Delivery Contracts". Under these guidelines, formal proposals are not required in order to place a task order. However, agencies are required to provide fair opportunity to all vendors. Fair opportunity can be accomplished through agency review of vendor information available on the web, eTS marketing publications, or contact with master contract vendors. The eTS PMO strongly recommends that vendor interviews and eTS demonstrations (if required) be conducted to ensure clear understanding of vendor solutions, determine appropriate implementation service levels, and negotiate price reductions for Contract Line Item Numbers (CLINs) other than the Reservation and Fulfillment, and Authorization and Voucher CLINs. The task order issuance process described in this section is FAR compliant for IDIQ contracts.

eTS Vendors

Following are the eTS vendors and details on where to obtain additional information for each:

eTS Vendor	For More Information:
CW Government Travel (CWGT)	Project Manager: Dan Lee (763) 212-5418 dalee@carlson.com Contract Administrator: Lottie Myers (210) 805-3763 lmeyers@carlson.com
Electronic Data Systems (EDS)	Current Project Manager: Darren Collins (703) 742-1444 darren.collins@eds.com Contract Administrator: Eddi Loredó (703) 742-1671 eddi.loredo@eds.com
Northrop Grumman Mission Systems (NGMS)	Project Manager: Leo Hergenroeder (703) 968-2382 leo.hergenroeder@ngc.com Contract Administrator: Charlene Fines (703) 968-2220 charlene.fines@ngc.com

Services Available

Following is an overview of some of the primary services offered under the eTS contracts.

- **Travel planning and cost estimating**—eTS provides both self-service and non-self-service travel planning, reservation, and cost estimating capabilities. These services provide access to Government rates for services such as airline flights, hotel rooms and rental cars.
- **Travel authorization**—eTS provides the capability to create a Federal Travel Authorization for temporary duty (TDY) travel. The Authorization document includes detailed itinerary and costing information, and calculates estimated authorized per diem in accordance with FTR 301-11.
- **Booking of reservations**—Both the self-service and non-self-service reservations capabilities guide compliance to the appropriate federal and agency travel policies, and are capable of creating a reservation.
- **Fulfillment services**—eTS offers comprehensive reservation and fulfillment services through both online and agent-assisted channels in addition to accommodating the services of non-eTS Travel Management Centers (TMCs) that are under direct contract to Federal Agencies.
- **Filing, processing, and approval of official travel claims**—eTS supports the creation and electronic routing of travel vouchers to claim reimbursable expenses for official travel.
- **Travel Reimbursement Data**—eTS provides a standard data output which can be used to connect agency financial systems to reimburse travelers and make direct payment to individually billed and centrally billed accounts.
- **Reporting, data exchange, etc.**—eTS provides standard reports to include all the reports listed in the FTR Section 300-70, Chapter 304 as well as the reports required by the Travel Services Solutions Schedule. Additionally, the eTS provides the capability for ad-hoc and stored queries for all travel data elements within the eTS.

Accommodation of Agency TMCs and the FedTrip™ On-Line Booking Engine

The eTS contracts were designed to ensure that the vast majority of travel management needs for Federal Agencies could be met within a single, consolidated environment. Accordingly, each eTS vendor solution offers comprehensive reservation and fulfillment services through both online and agent-assisted channels. The current contract structures should satisfy most Agency travel management requirements.

However, agencies may currently have contract commitments with TMCs outside of eTS or may elect to procure TMC services directly in order to maximize agency knowledge and expertise, program management, socio-economic opportunities for small businesses, etc. Fortunately, the GSA has established the flexibility for agencies to consider non-eTS TMCs that complement an eTS vendor. All eTS vendors are required to accommodate the services of TMCs under direct contract to Federal Agencies (eTS vendors are also required to accommodate agencies' use of the FedTrip™ on-line booking engine through September 2004). In situations where an agency would like to utilize a non-eTS vendor to provide TMC agent assisted services, agencies might

want to consider contractors who have been awarded a Travel Services Solutions (TSS) Schedule because of the streamlined ordering process afforded by the GSA Schedules. A list of TSS firms that complement the eTS is available at www.gsa.gov/elibrary by querying on “Travel Solution.”

In determining which avenue to take, agencies should consider the value proposition and costs associated with the various alternatives (GSA can provide objective information to assist agencies in performing this analysis). In addition, agencies should become familiar with the services provided by their non-eTS TMC to determine what services are being provided and which eTS line items correspond to those services before placing their eTS order. Agencies that use non-eTS TMCs or FedTrip™ must adhere to FTR requirements and need to use eTS for the remainder of their travel management functions.

First Task Order—Required CLINs

The agency’s ordering strategy will depend on whether you are using the travel agent services of the eTS provider or bringing your travel agent to the use of eTS. If using the eTS travel agent services, your first order should include Reservation and Fulfillment Services (CLINs 0002, 0020, 0040, and 0060) and Authorization and Voucher Services (CLINs 0003, 0021, 0041, and 0061). Your order must also include Standard Implementation Services (CLINs 0006, 0023, 0043, and 0063) as part of the agency’s first task order. A typical initial task order for most agencies fully utilizing eTS but not requiring supplemental services will include CLINs 0002AA through 0002AE for reservation and fulfillment services, 0003AA and 0003AB for vouchering services, and 0006 for implementation services for the base period.

If the agency is bringing its own travel agent to its use of eTS, your first order should include Reservation and Fulfillment Services (CLINs 0002, 0020, 0040, and 0060) and Authorization and Voucher Services (CLINs 0003, 0021, 0041, and 0061). Your order must also include Standard Implementation Services (CLINs 0006, 0023, 0043, and 0063) as part of the agency’s first task order. A typical task order for an agency not requiring any supplemental services but utilizing eTS for reservation and voucher capability while receiving fulfillment services outside of the eTS would issue a task order for CLINs 0002AF and 0002AG for reservation services, 0003AA and 0003AB for vouchering services, and 0006 for implementation services for the base period. Please refer to “Accommodation of Agency TMCs and the FedTrip™ On-Line Booking Engine” in the “Ordering Procedures” section for additional information on ordering when using non-eTS TMCs.

Ordering agencies may want to include language in their Task Orders which provides full flexibility to change the TMC throughout the performance period of the Task Order. The GSA PMO is available to assist agencies in crafting this language.

Price Reductions

Agencies are strongly encouraged to seek price reductions for Standard Implementation Services (CLINs 0006, 0023, 0043, and 0063). However, be aware that price reductions are not authorized at the task order level on the CLINs for eTS Reservation and Fulfillment Services (CLINs 0002, 0020, 0040, and 0060) or eTS Authorization and Voucher Services (CLINs 0003, 0021, 0041, and 0061). Any price reductions on these CLINs will be carried out at the master contract level only. Any modification to the master contracts with respect to a price reduction shall automatically be effective on all current and subsequent task orders with the effective date of the modification to the master contracts. Agencies need not modify their task order to take advantage of any price reduction incorporated to the master contract through modification.

Task Order Period of Performance

The Period of Performance (PoP) for the task order must align with master contract period of performance (i.e., the task order period must equal the period of performance for each CLIN or the remainder thereof, whichever is shorter). Please note that the eTS master contract base period is 36 months, beginning November 12, 2003. Therefore, if an agency issued a task order on March 15, 2004, the period of performance for the base period of that agency's task order would be March 15, 2004 through November 11, 2006. Agency task orders may contain options to renew the initial task order contingent upon the master contract ordering period being extended if GSA exercises that option; however, the task order shall not exceed the period of the master contract. Please see Attachment A for the master contracts period of performance for the base period and all options.

For agencies that exist on yearly appropriations, it is appropriate for their order to contain an agency approved clause for the limitation "subject to availability of funds".

Roles and Responsibilities

The success of eTS requires a collaborative effort on the part of GSA, federal agencies and the eTS vendors. Following is a description of some of the key leadership roles in the eTS migration effort:

- **eTravel PMO**—The GSA eTravel PMO will play an active role in assisting agency migration to the eTS. The PMO has assembled a Migration Plan Template and established Customer Service Representatives to support agencies in planning for and executing their eTS migration.
- **eTS Contracting Officer**—The eTS Contracting Officer will administer the master eTS contracts, monitor overall vendor performance against the master contracts, including master contract-level performance metrics and incentives, and assist agencies in an advisory capacity in placing eTS task orders.
- **Agency Executive Sponsor**—The Executive Sponsor is the champion for eTravel within their agency. He/she will identify the resources for the agency Migration Team and guide the agency migration strategy and migration plan. The Executive Sponsor will play an integral role in reviewing the eTS vendor offerings and establishing the selection determinants used for selecting the eTS vendor offering the solution that best fits the agency's needs.
- **Agency Migration Manager**—The Migration Manager leads the functional execution of the Migration Plan and manages the Agency Migration Team. The Migration Manager will manage and track the progress of the agency plans, ensuring each step in the process is aligned with the agency eTS migration strategy.
- **Agency Contracting Officer**—The Agency Contracting Officer will assist the Migration Manager in translating agency objectives into an appropriate ordering strategy, place and administer task orders, and assist in monitoring vendor performance against the task order, and managing any agency-level incentives that have been put in place.
- **Vendors**—eTS vendors shall provide the eTravel service in a full web-based environment. Vendors shall support agency evaluation and decision making processes by providing detailed information regarding their offerings, respond to fair opportunity requests, and submit proposals in response to Requests for Quotations (RFQs).

Task Order Assistance and Pooling

GSA's eTravel PMO offers all agencies task order development assistance, upon request, at no additional cost to the agency/organization. Additionally, GSA will facilitate any pooling effort desired for task orders.

- **Order Facilitation**—For agencies that want to pool their task orders together without GSA or contractor assistance, the eTravel PMO may, in the future, make available an electronic bulletin board that lists agencies interested in pooling along with points of contact and telephone numbers. Agencies may arrange their own pooling efforts in this manner. It is important for agencies to submit their task requests electronically to facilitate this process.
- **eTravel PMO Pool**—For agencies that want to pool their task orders together with the eTravel PMO's assistance, the eTravel PMO will facilitate this process upon request. Agencies may submit their requirements to the eTravel PMO, and the PMO will compare agency requirements to find a similar match and provide the agency a point of contact and telephone number. The PMO will also assist the lead agency, in an advisory capacity, in placing the task order.

3. Getting Started

Overview

The eTravel Service and eTS contracts are the result of a disciplined, collaborative performance-based effort to develop a comprehensive acquisition strategy that considers and addresses the travel management needs and inputs of a broad segment of Federal agencies. eTS provides a robust capability that meets the travel administration needs of the vast majority of Federal civilian agencies while simplifying and enhancing the travelers' experience.

The acquisition approach leverages the buying power of the Government and complies with Office of Management and Budget (OMB) and E-Gov policy to avoid redundant investments in meeting basic business needs across the Federal enterprise. The eTS acquisition approach embodies the "buy once / use many" and interoperability principles that are at the core of the new Federal Enterprise Architecture. Pursuant to the eTravel Master Contracts, all eTS solutions have been subject to extensive Initial Operational Capability (IOC), Independent Verification and Validation (IV&V), and security testing prior to being granted Full Operational Capability (FOC) to assure agency customers that all vendors' solutions meet the functional, technical, compatibility, and security requirements for the eTS. This testing will provide Government executives with the level of assurance necessary to implement the eTS rapidly at their agencies with a high level of confidence while avoiding drawn out and duplicative pilot or test programs. Thus, agencies may focus immediately and effectively on their implementation goals, which should include the consolidation and streamlining of travel processes and policies across their enterprise. The eTS provides an unprecedented platform for achieving this transformation to world-class travel management.

Defining Agency Objectives

The information contained in the Migration Plan will be essential for developing an ordering strategy that is effectively aligned with the agency's migration strategy. The Migration Plan also provides the details that will help to define and develop the ordering strategy for the agency's eTS task order.

Developing an Ordering Strategy

Agencies must address all other regulatory issues pertinent to Federal procurement including acquisition planning and socio-economic considerations. After defining the agency's objectives, the Migration Manager should work with the agency Contracting Officer to develop an ordering strategy that supports the agency's eTS migration strategy. At a minimum, your ordering strategy should consider:

- **Will the Agency Order at the Enterprise or Bureau Level?**—Each Head of the Agency, or designee(s), will be responsible for making the decision on how the agency will place a task order for his/her agency. While the Head of the Agency, or designee(s), may allow various organizational elements to place their task order directly with the contractor or may ask GSA's eTravel PMO to do so on their behalf, one agency-wide task order maximizes the efficiencies that the eTS delivers and optimizes the agency's cost savings. This strategy is consistent with industry best practices and affords agencies the greatest opportunity to standardize business processes across the agency and provide a uniform set of services from the eTS vendor of their choice.

- **Fulfillment Model, Transaction Volume, and Service Needs**—The eTravel Migration Plan and other Toolkit components help the agency identify its planned fulfillment model (i.e., fulfillment via the eTS vendor or from a third party TMC), anticipated reservation/fulfillment and authorization/voucher volumes, as well as implementation and supplemental service needs. These parameters form the basis for the agency's eTS ordering strategy. The eTS contracts include line items to meet virtually all travel management needs, including tailored implementation schemes, unique security requirements, and supplemental training. In this sense, the eTS represents a virtual "one stop" travel management source for Federal agencies.
- **Travel Management Service Priorities / Vendor Selection Criteria**—Agencies must determine how they will select the appropriate eTS vendor. Depending on the order placement approach, this includes establishing and prioritizing award determinants or evaluation criteria and award methodology. In developing an eTravel Migration Plan, agencies will identify those travel management and vendor performance areas most critical to the achievement of the agency's goals. These areas should serve as the basis for vendor selection.
- **Implementation Schedule**—The Migration Plan should specify the agency's overall implementation schedule, including when migration should begin. This information will determine when the eTS task order period of performance must begin. The Migration Manager must work with their Contracting Officer to allow sufficient procurement lead time and ensure that the task order is in place to maintain the agency's migration schedule.
- **Use of Incentives**—The eTS master contracts contain performance incentives for the eTS vendors. Agencies should give due consideration to the use of task order level incentives that complement those of the master contracts and are directly related to the chosen eTS vendor's contribution to achieving the agency's stated travel management and business outcome goals. Share-in-savings or other FAR-compliant incentive schemes may be considered. Agencies are strongly encouraged to coordinate task order level incentives, and vendor performance management with the eTravel PMO in order to leverage information and government resources to the greatest possible degree.

Sample Agency-Level Incentives

Following are examples of potential incentives / disincentives that agencies may choose to incorporate at the task order level:

- \$_____ increase to CLIN 0006 price for achieving agency implementation _____ days prior to negotiated schedule
- \$_____ reduction to CLIN 0006 price for agency implementation completed after negotiated schedule

- Increase to appropriate CLINs for consistently decreased timeframes for completing travel transactions.
- Under CLIN 0002, Vendor receives 35% of the savings resulting from more than 50% of each type of transaction being performed on a self-service basis.

Calculation:

$$([Actual \# \text{ of transactions}] \times .50 \times [Self-Service \text{ Fee}]) + ([Actual \# \text{ of transactions}] \times .50 \times [Non-Self-Service \text{ Fee}]) - [Actual \text{ Pricing Results if self-service transactions exceed 50\%}] = [Saved \text{ Costs}]$$

$$(\text{Saved costs}) \times .35 = (\text{Vendor's share-in-savings Payment})$$

Example:

Assuming: 5,000 transactions with 60% performed on a self-service basis and self-service fee of \$10 vs. \$30 for non-self service fee

Calculation:
$$[(5,000 \times .50 \times \$10) + (5,000 \times .50 \times \$30) - (5,000 \times .60 \times \$10) + (5,000 \times .40 \times \$30)] \times .35 = \text{Vendor's Share in Savings Payment}$$

$$[(\$100,000) - (\$90,000)] \times .35 = \$3,500 \text{ Vendor Share in Savings}$$

Identify and Manage Potential OCI Issues

When developing an eTS ordering strategy, agencies must be aware of any potential Organizational Conflict of Interest (OCI) issues that may arise as a result of support contractors or consultants working within the agency who are also on one of the eTS vendor teams. Agencies must identify, evaluate and resolve any OCI issues in accordance with FAR 9.5 and agency-specific policies and procedures. Additionally, agencies must take precautions to properly safeguard vendor proprietary information once the task order is awarded to ensure vendor sensitive information is not compromised.

4. Ordering Procedures

Determining Which CLINs To Order

Once agencies have completed their migration planning and understand their travel requirements and parameters, the next step is to determine which CLINs or combination of CLINs should be ordered to satisfy those requirements. Following is a listing by CLIN of the services available on the eTS contract. Please note that this table contains details at the CLIN-level only. Sub-CLIN details with pricing can be found in Appendix B.

	Base	Option 1	Option 2	Option 3	Menu Order Item	Tailored Order Item
Reservation and Fulfillment Services*	0002	0020	0040	0060	X	
Authorization and Voucher Services*	0003	0021	0041	0061	X	
Paper Ticket Issuance and Delivery	0004	0022	0042	0062	X	
Standard Implementation Services	0006	0023	0043	0063	X	
On-Site Reservation & Fulfillment Svcs	0007	0024	0044	0064		X
Other (travel and Misc. Svcs)	0008	0025	0045	0065	X	
Supplemental Customer Support Svcs	0009	0026	0046	0066		X
Supplemental Training Services	0010	0027	0047	0067		X
Supplemental Security Services	0011	0028	0048	0068		X
Custom Report Development	0012	0029	0049	0069		X

* Discounts may be negotiated at the task order level on all CLINs except the Reservation and Fulfillment Services and Authorization and Voucher Services CLINs. Discounts for these CLINs must be negotiated at the master contract level only.

As part of their first task order, agencies should order Reservation and Fulfillment Services appropriate to their migration planning, Authorization and Voucher Services, and Standard Implementation Services. Reservation and Fulfillment Services (CLINs 0002, 0020, 0040, and 0060) are compartmented into several Sub-CLINs to allow for agency flexibility in utilizing a non-eTS TMCs for fulfillment services. A description and listing of prices for all CLINs and associated Sub-CLINs available for order via the eTS master contract are provided hereto in Appendix B. Unless agency needs require the use of a CLIN defined as a tailored order CLIN, there is no need to consider using a tailored ordering method. However, agency needs requiring the use of even a single tailored order CLIN requires the agency to use the tailored ordering procedures for the entire requirement.

Ordering eTS When Using an Agency TMC or FedTrip™

Some agencies may currently have contract commitments with TMCs outside of eTS or may wish to use non-eTS TMCs for fulfillment services. In addition, agencies currently using FedTrip may want to continue use of that service until it expires in September 2004, despite migrating to eTS before September. When placing an eTS task order in these circumstances, the following actions must be taken:

- Establish a transition schedule defining how the Agency will migrate from FedTrip™ and/or a current TMC contract to eTS self-service and/or non-self-service reservation and fulfillment, respectively. Agencies transitioning reservation services from FedTrip™ (immediately or on October 01, 2004) with fulfillment services obtained via eTS will order SubCLINs 0002AA through 0002AE, noting transition of FedTrip requirements in the task order.

- If known, identify for inclusion into a task order any non-eTS TMC(s) that the Agency will use along with the applicable point of contact information. State as a condition of the task order that the eTS vendor will be required to accommodate the identified TMC(s) and specify the period over which the non-eTS TMC will be used. Coordinate collaboration between the TMC(s) and the eTS vendor selected to define the workflow between the TMC(s) and the eTS vendor.
- If the future TMC strategy (award of eTS versus non-eTS TMC after expiration of incumbent TMC) is unknown at the time of task order award, include language in the task order reserving the agency's right to exercise the option to procure additional services under CLINs 0002AA, 0002AB, 0002AC, 0002AD and 0002AE under the task order or to procure the future TMC services outside of the eTS contract, requiring the eTS contractor to accommodate the new TMC.
- Agencies transitioning to eTS for self-service reservations but obtaining fulfillment services via TMCs external to eTS will order Sub-CLINs 0002AF and 0002AG, noting the external TMC requirements in the task order.

For additional information and a list of vendors participating in GSA's Travel Services Solutions (TSS) schedule (Schedule 599), please visit [GSA Schedules e-Library](http://www.gsaelibrary.gsa.gov) under the Travel Services Solutions Schedule at <http://www.gsaelibrary.gsa.gov>.

Determining Selection Determinants and/or Evaluation Criteria

As part of the migration planning process, agencies should establish travel management service priorities and use those requirements to develop task order award determinants to be used in selecting the vendor, regardless of the ordering methodology to be used. (Examples may include the predominant types of travel conducted by the agency, user friendliness of the vendors' solutions, configurability and system administration of the eTS solutions, accommodation of an existing TMC, etc.) Price must be one of the determinants in the best value decision.

Ordering Standard Implementation Services

The Standard Implementation Services Sub-CLINs are defined as multiple service levels, based upon the agency user population and the services associated with successfully transitioning that agency to eTS. Each Head of the Agency, or designee(s), will be responsible for making the decision on how the agency will place a task order for his/her agency. While the Head of the Agency, or designee(s), may allow various organizational elements to place their task order directly with the contractor or may ask GSA's eTravel PMO to do so on their behalf, one agency-wide task order maximizes the efficiencies that the eTS delivers and optimizes the agency's cost savings. The agency CFO, CAO, and/or PE, or designee shall be responsible for ensuring that a level of implementation is ordered appropriate to the size of the organizational element. The master contract prices represent price ceilings for these implementation service levels. Implementation ceiling prices were predicated on an estimated mix of training and consulting hours. These may be interchanged by mutual agreement between the vendor and the ordering agency, provided that the price ceilings of the master contract are not exceeded. Agencies are strongly encouraged to seek service enhancements and/or price discounts for the Standard Implementation Services CLIN.

Menu-Ordering or Tailored-Ordering: Selecting the Ordering Method

The eTS contracts offer two methods of placing orders: menu ordering, which may be used when an agency is procuring CLINs 0002 through 0004, 0006, 0008 (and the associated CLINs for the option periods) **only**, and tailored ordering, which must be used if the agency has requirements for the use of Supplemental Services, Custom Report Development, or On-Site Support Services in addition to any other CLIN described in the master contract.

Menu Ordering offers agencies a streamlined method to enable quick and simple placement of task orders and eliminates the need for undergoing a time-consuming and paper-intensive solicitation and evaluation process. When using menu ordering procedures, agencies need only provide fair opportunity to all vendors, select the vendor that best meets their needs, place the order, and document how fair opportunity was provided, the basis for award, and the rationale for any tradeoffs among price and non-price considerations (tradeoffs need not be quantified). Vendor interviews and/or demonstrations are permitted when using menu ordering.

It is recognized that agencies may have exceptional needs that may not be satisfied by the standard menu order CLINs, which would necessitate a tailored order. The eTS contracts include tailored order CLINs for Supplemental Services, Custom Reports Development, and On-Site Support Services to accommodate these needs. Because these tailored CLINs are broad in scope, they must be more sharply defined in the agency's task order, and therefore additional time and effort will be involved when an agency requires any of these CLINs. When using tailored ordering procedures, agencies must provide fair opportunity by developing and issuing an RFQ to all three eTS contractors. The RFQ must include, at a minimum, a performance-based work statement (PBWS) that defines the agency requirements, period of performance, evaluation factors and their relative importance, the methodology for award of the task order, and a request for proposals from qualified contractors. The ordering agency then evaluates the proposals in accordance with the established evaluation criteria, documents fair opportunity and best value, and awards a task order to the eTS contractor.

Prepare the PBWS (If Using Tailored Ordering Procedures)

If an agency is using tailored ordering procedures, once objectives and ordering strategies have been determined, a PBWS must be created. The PBWS must be included in the RFQ.

There is no standard format for a PBWS; however, following are some suggested guidelines:

- Describe the work in terms of “what” is to be the required output, rather than “how” the work is to be accomplished.
- Use measurable performance standards.
- Use financial incentives to encourage innovative and cost-effective solutions.

Providing Fair Opportunity

When using either menu or tailored ordering procedures, it is critical that agencies comply with fair opportunity requirements. When orders are placed against the eTS master contracts using procedures under FAR 16.505, ordering offices need not seek further competition, synopsise the requirement, or make a separate determination of fair and reasonable pricing. However, agencies must ensure that all eTS vendors are afforded a fair opportunity to be considered for each order exceeding the micro-purchase threshold of \$2,500 unless the order falls under one of the exceptions stated in FAR 16.505(b)(2). For a menu order, fair opportunity entails reviewing all qualified master contract vendors for potential award. This can be accomplished through agency review of available vendor information, including information available on the eTravel website, eTS marketing publications, or through vendor interviews and eTS demonstrations. (Agencies are also free to seek any information directly from the eTS contractors, and the contractors are responsible for providing the requested information to agencies). For tailored orders, fair opportunity is accomplished by issuance of an RFP to all qualified master contract vendors.

In order to provide fair opportunity to all vendors, it is critical that agencies take the time to review all available solution offerings under the eTS contracts. To facilitate this process, the master contracts will be made available along with vendor demonstration videos and/or test results and additional information about the eTravel program.

Placing an Order

For orders above the micro-purchase threshold, orders may be placed in accordance with FAR 16.505, taking into account applicable order limitations and other restrictions as stated in the *Information for Ordering Offices* at Appendix A. There is no limitation on the number of task orders that may be placed. The following table provides a step-by-step process for placing both menu and tailored orders.

Determine Which CLINs to Order	<ul style="list-style-type: none"> Once an eTravel Migration Plan has been developed and agency needs have been determined, review the master contracts to determine which CLINs are required to meet agency needs. Please see Appendix B for a complete listing of CLIN descriptions and pricing detail for all vendors. 	
Identify Vendor Selection Criteria	<ul style="list-style-type: none"> Identify the travel management and vendor performance areas most critical to the achievement of the agency's goals. Price must be considered for every order. These areas will serve as the basis for vendor selection. 	
Select Appropriate Implementation Service Level	<ul style="list-style-type: none"> Agencies may use the vendor interview process to discuss agency vital statistics and determine the most appropriate Implementation Service Level combination for the success of their eTS implementation. Agencies are strongly encouraged to seek price reductions on Standard Implementation Services. 	
Select Ordering Method	<ul style="list-style-type: none"> The agency's CLIN requirements will determine whether a menu-ordering or tailored-ordering method will be used. 	
Provide Fair Opportunity and Select Vendor	<p style="text-align: center;">Menu Orders (no PBWS required) (This step should take NMT 5 Business Days to complete)</p> <ul style="list-style-type: none"> Provide fair opportunity by reviewing available vendor information, including information available on the eTravel website, eTS marketing publications, or through vendor interviews and eTS demonstrations—ensuring all qualified vendors are provided fair opportunity. Select the vendor(s) that best meets Agency needs, based on the previously identified and prioritized award determinants. 	<p style="text-align: center;">Tailored Orders (services requiring a PBWS) (This step should take NMT 21 Business Days to complete)</p> <ul style="list-style-type: none"> Prepare RFQ (include PBWS, PoP, evaluation criteria with relative importance, award methodology, etc.). Agencies are not required to develop formal negotiation or evaluation plans or scoring schemes for task orders. Issue RFQ to <u>ALL</u> qualified eTS vendors simultaneously. Agencies are encouraged to request oral proposals where practicable.

		<ul style="list-style-type: none"> • Allow a reasonable period for vendor clarifications and responses (normally 5 working days). • Vendors prepare and submit FFP proposals in accordance with agency instructions. Price reductions may NOT be offered on Reservation and Fulfillment or Authorization and Voucher CLINs, which are not negotiable at the task order level. • Review and evaluate each proposal against established evaluation criteria and methodology. • Select the awardee(s) without further discussion OR conduct negotiations. • If negotiations are conducted, agency Contracting Officer designates time and place. • Vendors submit final proposal revisions. • Evaluate offers received in accordance with established evaluation criteria and methodology. • Select the vendor(s) that best meets Agency needs. • Notify unsuccessful Offerors. Debriefings are encouraged, but not required. • In dealing with such matters, agencies are encouraged to consult with the eTS Contracting Officer.
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Issue Task Order	<p>The order shall include, at a minimum:</p> <ul style="list-style-type: none"> • the statement “THIS IS A <u>MENU TASK ORDER FOR eTS</u>” • the names of the activity or activities authorized to issue orders against the task order • date of order • GSA contract number • task order number (see below) • CLINs • Price • Period of performance • Place of delivery or performance • Accounting and appropriation data <p>The written order may be on an official government order form, on agency letterhead, or electronic, but must be in writing. Agencies need not submit a separate work statement with their task order for menu-ordering.</p>	<p>The order shall include, at a minimum:</p> <ul style="list-style-type: none"> • the statement “THIS IS A <u>TAILORED TASK ORDER FOR eTS</u>” • the names of the activity or activities authorized to issue orders against the task order • date of order • GSA contract number • task order number (see below) • CLINs • Price • Period of performance • Place of delivery or performance • Accounting and appropriation data • <u>Performance-Based Work Statement</u> <p>The written order may be on an official government order form, on agency letterhead, or electronic, but must be in writing. Agencies <u>are required</u> to include a separate work statement with their task order for tailored-ordering.</p>
Document the File	<p>At a minimum, identify the services purchased, how fair opportunity was provided, the vendor from which the services were purchased, the rationale for selecting the vendor(s), and the amount paid.</p>	<p>In addition to the documentation requirements for menu orders, include a description of the evaluation process and results that formed the basis for awarding to the selected vendor(s) and the rationale for any trade-offs made in making the selection.</p>

5. Task Order Administration

The final step in contracting with an eTS vendor is administering the task order. The GSA Contracting Officer will administer the master contracts and monitor performance and incentives relative to the master contracts; however, task order administration is the responsibility of the ordering agency. Following are some of the areas of task order administration that the agency may encounter:

Vendor Performance Management

Agencies must assist in monitoring the performance of eTS vendors as it relates to their specific task orders. If an agency has established any task order level incentives, the agency must conduct incentive reviews to evaluate vendor performance and determine incentive payouts. Task order level incentive schemes for eTS vendors should be coordinated with the eTravel PMO in order to leverage performance information and government resources to the greatest possible degree.

Deliverables

eTS Vendors will provide the eTravel PMO with an Implementation Report that details the results of eTS implementations, including specific agency setup and configuration, within 60 days of completion for consideration in vendor performance evaluations and inclusion in the eTS contract files and document libraries. Agencies are encouraged to share other reports and documents delivered under eTS task orders with the eTravel PMO to facilitate vendor performance management and promote knowledge sharing (e.g., distillation and government-wide promulgation of lessons learned, best practices, etc.).

eTS contractors are required to provide one complete electronic copy of awarded agency task orders and the associated technical and price proposals, and all subsequent modifications thereto, to the GSA Contracting Officer or his representative within 10 calendar days after execution. Agencies are strongly encouraged to coordinate with the eTravel PMO during the fair opportunity process and to provide copies of task orders to the GSA eTS Contracting Officer at the time of award.

Task Order Modifications

Any changes to a task order must be issued in writing by the Agency Contracting Officer. Only the Agency Contracting Officer may modify the terms and conditions of the task order.

Termination of Orders

Any ordering office may, in respect to any one or more task orders placed by it under the master contracts, exercise the same right of termination as described in the FAR clause 52.212-4, subparagraph (l) Termination for the Government's convenience, and subparagraph (m) Termination for Cause.

Modifications to the Master Contracts

eTS vendors are required to distribute a notification to participating agencies reflecting accepted changes to the master contracts within 15 calendar days after the effective date of the modification. At a minimum, distribution shall be made to those ordering activities utilizing the service that changed.

Agency Feedback

The eTS contracts are Performance-Based Service Contracts (PBSCs). Vendors are required to perform in accordance with negotiated Service Level Agreements (SLAs) at the master contract level and performance is validated by means of a Government Quality Assurance Surveillance Plan (QASP). Agency Contracting Officers are encouraged to regularly share eTS vendor performance information with the eTS Contracting Officer to support master contract performance management.

6. Additional Information

For additional information about the services provided under the eTS contracts, please contact the CSR team member assigned to your agency. A listing of CSR team members is available on the eTravel web site at <http://egov.gsa.gov> under “eTravel”. You will also find copies of the current price lists on this site, along with other useful details about the eTravel program.

For all other questions or comments, including those related to the ordering of services, requests for additional copies of this guide, or to submit any comments or suggestions regarding the format or content of this guide, please call (703) 605-5616 or send an email to onthego@gsa.gov ATTN: eTS Contracting Officer. You may also access an electronic version of this guide on the eTravel website at <http://egov.gsa.gov> under “eTravel”.

For additional information on Performance-Based Service Contracting, including tips on preparing a PBWS, using performance measures and incentives, and using oral proposals, please refer to “7 Steps to Performance Based Service Acquisition” at <http://oamweb.osc.doc.gov/pbsc/introduction.html>.

Appendix A: Information for Ordering Offices

Following are selected details from the eTS master contracts to assist agency ordering offices in placing task orders against the eTS contracts. Please be sure to review the master contracts available through the eTS contracting officer for additional details and up-to-date information. In the event of a conflict between this guide and the master contracts, the master contracts shall prevail.

Contract Name	eTravel Service (eTS)
Contract Numbers	(Please see Vendor POC section below)
Contract / Task Order Type	<p>The eTS contracts are Firm Fixed Price, Indefinite Delivery/Indefinite Quantity (FFP/IDIQ) performance-based contracts with FFP task orders available.</p> <p>eTS contractors are required to provide electronic copies of task orders to the eTS Contracting Officer.</p>
Competition Requirements and Fair Opportunity	<p>The master contracts have been competed on a full-and-open basis and meet the Competition in Contracting Act (CICA) requirements for a competitive award. Vendors have been determined to be responsible and offer fair and reasonable pricing.</p> <p>Fair Opportunity (reviewing all qualified master contract vendors for potential award) can be accomplished through agency review of the web information, publications or contact with master contract vendors.</p>
CLIN List:	<p>CLIN lists and pricing by vendor are included at Appendix B. Please be aware that the prices stated in these sheets are for informational purposes only and may not reflect the most current pricing available. It is essential, therefore, that you consult the master contracts for the most up-to-date CLIN list and pricing prior to placing an order.</p> <p>For additional information about the services provided under the eTS contracts, please contact your agency's Customer service Representative (CSR). CSR info can be found on the eTravel website at http://egov.gsa.gov under "eTravel".</p>
Period of Performance	<p>The eTS contracts consist of a three-year base period with three multi-year option periods:</p> <p>Base—Three years (November 12, 2003 - November 11, 2006) Option 1—Two years (November 12, 2006 - November 11, 2008) Option 2—Two years (November 12, 2008 - November 11, 2010) Option 3—Three years (November 12, 2010 - November 11, 2013)</p> <p>IMPORTANT: Task Orders must align with the master contract ordering periods. Please see below for more detail.</p>

Minimum Task Order Length	<p>For the agency's task order placed against a master contract, the minimum task order length is the master contract period for each CLIN, or the remainder thereof. Agency task orders may contain options to renew the initial task order contingent upon the master contract period being extended if GSA exercises an option; however, the task order shall not exceed the period of the master contract.</p> <p>For agencies that exist on yearly appropriations, it is appropriate for their order to contain an agency approved clause for the limitation "subject to availability of funds".</p> <p>The Vendor may not accept task orders placed against the master contract that are less than the minimum length specified above.</p>
Maximum Task Order Length	Agency task orders may not exceed the ordering period of the master contract. If the master contract option(s) is/are exercised, the period of performance of the agency task orders will be limited to the period of the master contract for each CLIN.
Minimum / Maximum Order	<p><i>Minimum Order</i>—The minimum task order value that the Vendor is obligated to accept is \$2,500.</p> <p><i>Maximum Order</i>—The maximum task order value that the Vendor is obligated to accept is \$500,000,000.</p> <p>The vendor must return orders outside the minimum / maximum order limitations within 5 workdays after receipt or the order shall be deemed accepted. Furthermore, the vendor must return any purchase card orders exceeding the maximum order threshold within 24 hours of receipt or acceptance is construed.</p>
Travel	eTS vendor travel is authorized under the contracts and is reimbursable under CLINs 0008AA (base period), 0025AA (Option Period 1), 0045AA (Option Period 2), and 0065AA (Option Period 3). It is GSA policy not to allow a charge of profit or fee on reimbursable items.
Task Order Schedule	Each task order will establish a milestone or work breakdown schedule for submissions (deliverables, testing, etc.).
Master Contract Terms and Conditions	<p>Include the following statement on all task orders:</p> <p>"All task orders are subject to the terms and conditions of the master contract. In the event of a conflict between a task order and the master contract, the master contract shall take precedence."</p>
Commercial Items	The master contracts are subject to the provisions of FAR 52.212-4 "Contract Terms and Conditions—Commercial Items (Feb 2002)". All applicable terms and conditions apply to task orders issued under the master contracts.
Protests	A protest is not authorized in connection with the issuance or proposed issuance of a task order except for a protest on the ground that the task order increases the scope, period, or maximum value of the contract under which the order is issued.

eTS Contracting Officer	<p> Name: Lisa Maguire Title: Contracting Officer Address: Mail Stop 1AA 2011 Crystal Drive One Crystal Park, Room 1102 Arlington, VA 22202 Phone: (703) 872-8529 Fax: (703) 872-3260 Email: lisa.maguire@gsa.gov All changes that impact the master contracts must be made by the GSA Contracting Officer </p>
Vendor Point of Contacts for Contract Administration	<p> Contract Number: GS-33F-N0017 Vendor Name: CW Government Travel, Inc. (CWGT) Name: Lottie Myers Title: Contract Administrator Address: 1777 N.E. Loop 410, Suite 702B San Antonio, Texas 78217 Phone: (210) 805-3763 Fax: (210) 283-6200 Email: Lmyers@Carlson.com </p> <p> Contract Number: GS-33F-P0015 Vendor Name: Electronic Data Systems (EDS) Name: Eddi C. Loreda Title: Contracts Administrator Address: 13600 EDS Drive Mail Stop A6N-D48 Herndon, VA 20171 Phone: (703) 742-1671 Fax: (703) 733-3144 Email: eddi.loredo@eds.com </p> <p> Contract Number: GS-33F-N0018 Vendor Name: Northrop Grumman Mission Systems (NGMS) Name: Charlene Fines Title: Contracts Administrator Address: 12900 Federal Systems Park Drive FPI/7165Y Fairfax, VA 22033 Phone: (703) 968-2220 Fax: (703) 968-1702 Email: Charlene.Fines@ngc.com </p>

Appendix B: eTS Pricing By CLIN

(See attached document)

Please note that CLIN details and pricing may be updated periodically. In order to ensure you are using the most current list, please refer to the eTravel website at <http://egov.gsa.gov> under “eTravel” or contact your agency’s eTravel Customer Service Representative (CSR). CSR contact information can be found on the eTravel website or by sending an email to etravel@gsa.gov.